



**STANDARD TENDER OF SERVICE (STOS)  
FOR PACKING AND SHIPPING 2024 - 2025  
STOS No. 19PK33-24-Q-6091**

**U.S. Embassy**

General Service Office  
Customs & Shipping section  
Diplomatic Enclave, Ramna-5  
Islamabad, Pakistan

## SECTION A: GENERAL

### 1. TENDER ADMINISTRATION DATA:

- Tender Administrator:
  - Peter C. Tierney, GSO, Tel 051-201-5746, Email: TierneyPC1@state.gov
- Alternate Tender Administrator:
  - Tahir Hussain, Tel: 051-201-5798 Email: [Hussaint1@state.gov](mailto:Hussaint1@state.gov)
  - Muhammad Hassan Zubairi, Tel: 051-201-4784 Email: [ZubairiMH@state.gov](mailto:ZubairiMH@state.gov)
  - Waseem Ahmed, Tel: 051-201-5991 Email: [AhmedW@state.gov](mailto:AhmedW@state.gov)
  - (Any query concerning this Tender can be addressed to above Alternate Tender Administrator:
- Mailing address:
  - GSO Customs and Shipping, U.S. Embassy, Diplomatic Enclave, Ramna 5, Islamabad, Pakistan.

### 2. PERIOD OF PERFORMANCE:

This Tender shall be effective from February 01, 2024, until January 31, 2025.

### 3. TENDER OF SERVICE (TOS) SCOPE AND TERMS & CONDITIONS:

All Transportation Service Providers (TSP) will provide international and inland transportation, packing or any other related services to U.S. Embassy, Islamabad, U.S. Consulate General Lahore, U.S. Consulate General Karachi, U.S. Consulate General Peshawar as per below terms and conditions:

1. All TSP must have their offices, warehouses in Islamabad, Karachi Lahore and Peshawar and valid custom clearance licenses.
2. The TSP shall provide the name, mailing address, telephone/ mobile number(s) and e mail addresses of any operations points of contact, which will be responsible for tracing of shipments and advising on the freight, shipping and delivery and any other information at all times. The U.S. Embassy intends to send all documents through electronically or hand deliver at the Embassy's main gate reception or via courier service whenever required. The TSP shall also provide the name, e-mail, and telephone number of the person responsible for Shipping and Administrative issues. The TSP will also provide the U.S. Embassy with a website address that will allow the U.S. Embassy personnel to track and trace status of shipments by document number or the shipment number.
3. TSP may only be represented under the name of one company. Multiple solicitations will produce automatic disqualification for all associated companies.

4. The TSP agrees to comply fully with the applicable U.S. federal, state, and local laws and /or regulations of Pakistan and/or appropriate countries as applicable and ordinances bearing on the performance of services specified herein and shall possess the necessary operating authorities required by regulatory agencies. Common transport carriers shall possess the required carrier documentation. The TSP shall provide the transportation of the household effects to and from or between the places where the shipment may move by provisions of this tender.
5. All property transported under provisions of this TOS shall be valued at full replacement value. Full replacement value is defined as full cost of repair or replacement of actual value of the property at time of loss or damage. The TSPs maximum liability to the Government as subrogates or assignee for loss destruction or damage shall be \$8.50 times the net weight of the shipment in pounds. Nothing herein shall alter or diminish the rights of the United States as subrogates or assignee of an employee's claim.
6. Whenever necessary the TOS will be revised and reissued by the U.S. Embassy, Islamabad. This will be done through electronic publication of any changes, the issuance of page revisions (original and revised), or the re- issuance of the entire Tender document.
7. Once a TSP has been awarded/accepted to participate under this TOS, continued participation depends upon:
  - a. The TSP showing a willingness and ability to meet the transportation requirements of the U.S. Embassy.
  - b. The TSP's continuation of Insurance.
  - c. This TOS is performance based. Failure to perform agreed services may result in immediate termination of this TOS as determined by the USG Tender Administrator(s) as defined in A.1. **Tender Administration Data**. USG's expectation of a TSP is to provide consistent and satisfactory work that meets all requirements in this Tender of Service. Performance measures may include but are not limited to:
    - Percentage of on-time deliveries
    - Percentage of shipments documentation provided in a timely manner
    - Percentage of billing improprieties
    - Average response time
    - Percentage of customer complaints and satisfaction reports
    - Any irregular activity or misconduct

8. All jobs will be assigned based on U.S. Government best interests, which may include factors such as estimated price and TSP past performance. Since more than one TSP is awarded STOS, the below procedures shall govern the issuance of individual orders/GBL.
  - a. The U.S. Government will request each TSP to perform (at no cost to the U.S. Government), a pre-shipment survey after which the TSP will present the estimate. Whether or not the TSP is selected for an individual order, the U.S. Government shall not be liable for any claim from the TSP for the costs of performing a pre-shipment survey. Selection will be based on a combination of estimated price and past performance information or.
  - b. The Tender Administrator can select any TSP for the individual order without requesting a pre-shipment survey or price estimate, based upon the prices set forth in the TOS and past performance record.
  - c. No work shall be performed without a GBL being issued to the TSP by the Tender Administrator.
9. The TSP is responsible for strict adherence to all instructions and quality requirements stated in this TOS and shall provide the appropriate management effort to ensure that all services are performed. TSP shall not refuse any job; refusal of jobs will be acceptable if the TSP has already busy in multiple jobs assigned by the Embassy or Consulates and has already inform this to Tender Administrator in writing. Refusal of shipment assigned to a TSP for a specific job may result in the TSP being excluded from the TOS.
10. Once job is assigned to the TSP and all required documents is provided, TSP will be responsible to resolve any type of issues if arise with Customs, shipping line /airline or destination shipping agent. All extra charges incurred on a shipment due to TSP negligence will be borne by the TSP.
11. A TSP may not modify this tender by adding or removing services. Such modifications will render the TSP offer void and subject to termination in conjunction with this TOS by the Tender Administrator(s).

## SECTION B: SUITABILITY CHECK LIST

Please check the relevant box if your company meets or does not meet the following mandatory requirements. The documentary proof must be provided as per below list in your proposal in same order.

Requirements	Yes	No
Offices and Warehouses in Islamabad, Karachi, Lahore, and Peshawar: <i>Provide Office and Warehouse addresses and contact numbers.</i>		
Sufficient staff and experienced Packing Crew: <i>Provide packing crew number and all other staff list.</i>		
Safety measure adherence: <i>Provide and enforce use of helmets, non-slippery shoes, gloves, and stable ladder during loading/unloading of items.</i>		
Large warehouse, covered area preferably 10000 sq. ft. (Partially occupied building will not be acceptable): <i>Provide warehouse required equipment and requirements list (i.e., security, fire system, cameras, scale, packing materials etc.).</i>		
Country-wide Customs clearance licenses from Pakistan Customs: <i>Provide valid copies of customs clearance license.</i>		
Warehouse and vehicle Insurances: <i>Provide valid insurance certificates.</i>		
Transportation vehicles: Delivery vans, cargo trucks, and forklifts: <i>Provide registration certificates of all owned vehicles and partner transport company names and contact.</i>		
Financial statements: <i>Provide latest balance sheet and bank statements.</i>		
Client List: <i>Provide major client list from last three years clients.</i>		

### Memberships and Affiliations of International moving organization

List names of all local and international organizations/associations:

## SECTION C: STATEMENT OF WORK/ DESCRIPTION/SPECIFICATIONS

### 1. DEFINITIONS

- "Article" means one item, piece, or package and contents thereof received by the TSP as listed on the inventory. It can be household effects, professional books, papers and equipment, privately owned vehicles, or general effects included in a shipment.
- "Calendar Day" means the 24-hour period from midnight to midnight. Saturdays, Sundays, and all holidays are considered calendar days.
- "Cargo" means any items consigned to the TSP under this TOS for inbound or outbound shipment, whether consisting of household effects or of U.S. Government owned materials.
- "Client" means all United States mission personnel for whom the required services are to be rendered.
- "Cube" means the cubic measure of space occupied by a given article after it has been packaged for shipment.
- "Estimator" means the TSP employee who has the responsibility to evaluate and provide calculations of the price of packing work to be undertaken. This employee shall provide all calculations in writing.
- "Government" means the Government of the United States of America unless specifically stated otherwise.
- "Gross Weight" means the weight of the packed shipping container, including the articles packed therein and all materials used for wrapping, cushioning, banding, waterproofing, packaging, blocking, and bracing the container.
- "Household Effects" means those items that are the personal property of post officials and are therefore to be packed and transported at U.S. Government expense. This includes furniture, personal effects, and consumables that, because of volume and weight, are shipped via surface freight. (Note: See the clause in Section D entitled "Prohibited Items" for a listing of items which are not to be packed or transported at U.S. Government expense).
- "Inventory" means a TSP-prepared list originated at the time the goods are packed. Each inventory is to be reviewed and signed by the client then turned over to the Tender Administrator.

- “Lift Van” means a wooden storage crate.
- “Modular Containers” means lift vans that are reduced in size to accommodate a particular shipment.
- “Net Weight” means the gross weight of a shipment less its tare weight.
- “Ordering Officer” means the Tender Administrator of the U.S. Post.
- “Packing” means the activities required to wrap and protect an article, properly place the article in appropriate carton or box, and stow the article and its carton or box in a lift van of sufficient size and constructed in accordance with post specifications; includes obtaining customs clearances and required documentation for shipment, (such as, via surface or air as appropriate).
- “Packaging” means application or use of protective measures, including appropriate protective wrappings, cushioning and interior containers.
- “Professional books, papers, and equipment” means reference material, instruments, tools, and equipment peculiar to technicians, mechanics and members of the professions and special skill areas; specialized, job-related clothing not considered to be normal or usual clothing; communication equipment used by members in association with their specialty; and military and individually owned or specifically issued field clothing and equipment.
- “Services” means the services performed, workmanship, and material furnished or utilized in the performance of the services.
- “Storage Pack” means the result of wrapping and protecting of articles, and then properly placing these articles in appropriate cartons and boxes, and then storing these articles/cartons in storage pallet boxes as loose pack storage.
- “Tare Weight” means the weight of an empty shipping container, excluding all materials used for wrapping, cushioning, banding, waterproofing, packaging, blocking and bracing articles within the exterior container.
- “Unaccompanied Air Baggage (UAB)” means that portion of the total weight allowance of personal property that the client is permitted to ship via airfreight. UAB typically includes those items required for short- term housekeeping, such as clothing, linen, and kitchen items.
- “Household Effects (HHE)” means that portion of the total weight allowance of personal property that the client is permitted to ship via surface. HHE typically includes those

items required for long- term housekeeping such as furniture items, appliances, linens, dishes, artwork etc.

## 2. WORK REQUIREMENTS

The TSP shall provide services for the United States Mission, Pakistan, to consist of packing, freight handling, forwarding, cargo storage, transportation, customs clearances, and other related services that apply to shipments originating from, consigned to, routed through, and/or moved within the geographic area(s) of Islamabad, Lahore, Karachi, Peshawar, Quetta and any other areas within Pakistan including their respective airports and sea/dry ports. The term Islamabad includes Islamabad, Rawalpindi, Sihala and Fateh Jang.

1. The TSP shall furnish all managerial, administrative, direct labor personnel, materials and transportation that are necessary to accomplish all work as required by this TOS. TSP employees shall be on site only for performance of contractual duties and not for other business purposes. Required performance standards are described as under.
2. The TSP shall provide a qualified work force capable of providing the services specified in this TOS.
3. The annual estimated quantities under this tender will be provided under separate cover. However, this is only an estimate and there may be more or less. This estimate is only used as general guidance and in no way does this estimate represent guaranteed volume under this Tender period, it is for informational purposes only.
4. The TSP will be required to provide Door to Door or Door to Port shipping rates for any other inland or international destinations/ports (which are not covered in attached TOS Rate Sheet), in this regard, Embassy or Consulates Shipping Offices will get quotes from TSPs on one-time-only (OTO) basis prior to packing. Along with invoice, the TSP will submit the paid receipt for freight charges obtained from the respective freight forwarder/shipping agents to get reimbursed. Export Shipping fees or the destination charges for cost outside of the control of the TSP and will be treated as material costs in a Time and Materials arrangement for this TOS.

## 3. GENERAL REQUIREMENTS

Packing of Household Effects or Government-owned materials for transportation is a highly specialized function. The measure of performance shall be the condition of packed articles upon arrival at their destination. The TSP always take the greatest care in handling and packing of personal and U.S. Government property. No claim for any additional compensation shall be considered unless it has been authorized by the Government in GBL. The Government shall not be responsible for any work performed that is not specifically provided for under the terms of this TOS or authorized by the Government in GBL.



#### 4. PACKING SPECIFICATIONS AND RESPONSIBILITIES

1. The TSP agrees to provide complete services for surveying, packing, crating, weighing, and marking of household effects, surface baggage and official Government shipments of commodities including, but not limited to, household effects, office and residential furniture, vehicles, and equipment and supplies for shipment within and from Pakistan. Such services will be performed on goods located primarily within the Islamabad, Lahore, Karachi, Peshawar, and Quetta metropolitan area, but also other areas of Pakistan, as requested.
2. The TSP shall provide all necessary packing and crating material/equipment to meet required standard of packing. Labor employed to perform services under this TOS shall be experienced and competent in the performance of such services. Those employees who perform services at the client's office or residence shall follow all rules, procedures and instructions from Tender Administrator and must be in neat and clean company uniform and use personal safety equipment as required.
3. At the request of the Tender Administrator, the TSP shall survey the goods to be packed and furnish the Government with a written estimate of the weight and required number of lift vans or other containers in which to pack the goods to be shipped. The TSP shall transport packing materials and vans to the designated location ready to perform the services required on the date and at the same time specified by the Tender Administrator. The Government shall notify the TSP 48 hours in advance unless otherwise mutually agreed. Any services performed outside of normal business hours as may be agreed upon between the parties to this TOS shall be for the mutual convenience of the parties and shall create no liability on the part of the Government for overtime or premium pay charges.
4. The TSP shall provide export packing and related services following the best commercial practices to ensure a shipment of the least tare weight and smallest cubic measurement that is compatible with assurance of transportation to destinations without damage or pilferage to containers or contents. Export packing shall include, but shall not be limited to, the following:
  - a. Padding, dunnage and packing into cases, barrels, or crates of all fragile items.
  - b. Wrapping in waterproof paper and padding all items of furniture, television sets and other valuable equipment. The TSP shall crate this item. The TSP shall place these items in the lift vans to prevent damage or shifting while in transit.
  - c. Padding securely all mirrors and framed pictures, marble tops, etc., in crates made to the proper size of good packing grade dry lumber with least tare weight.
  - d. All rugs and carpets shall be mothproofed and crated or wrapped without folding.

- e. Packing clothing items, linens, bedding, lampshades, and similar items in containers lined with tissue paper, carefully, to prevent excessive wrinkling or folding.
- f. Freezers or refrigerators shall be dry inside and the TSP shall pad and secure all removable shelving and interior parts to prevent breakage or damage.
- g. Applying tightly and securely adequate steel banding to all wooden cases and containers and to the outside of other appropriate containers that may be used for shipments.
- h. TSP must ensure the wooden lift van is sealed at employee's residence.
- i. TSP will ensure that the seal of the shipment is intact from loading of shipment at origin until delivery of the shipment to employee at final destination. If necessary, during Customs examination at Airport/Port the shipment must not be opened without the prior notice/permission of employee.
- j. TSP will immediately inform employee/shipping office in case of any mishap, accident, or injuries to the vendor's crew. TSP is entirely responsible of first aid/treatment of their employee.

## 5. INVENTORY SYSTEM

In conjunction with the client or his/her agent, the TSP shall prepare six copies of an Inventory List of all articles packed, bearing the signature of the client or his/her agent together with the signature of the TSP, both certifying to the correctness of the inventory. If the shipment includes food items, details of food items must be mentioned separately on attachment. The TSP shall ensure diligence in recording any unusual condition of the goods being packed by the TSP. The inventory shall list each article. Words such as "HOUSEHOLD EFFECTS" or other general descriptive terms such as marred, scratched, soiled, worn, torn, gouged, and the like shall be avoided unless they are supplemented with a statement describing the degree and location of the exception. Care in the preparation of the initial inventory will assist in protecting the client of the property and the TSP in the event of loss and/or damage. Inventory Lists shall specify the name of the client of the goods, the date of shipment and the name of the TSP and contain on the form an explanation of the condition symbols and location symbols. The original of the Inventory List will be retained by the TSP; one copy shall be given to the client or the client's agent; and the remaining copies shall be forwarded to the Tender Administrator.

## 6. FREIGHT HANDLING

1. The TSP shall act on behalf of the Government on any selected incoming and outgoing Government cargo that may be assigned to the TSP under this TOS, including the effecting of necessary transport of Government cargo Pakistan. The TSP accepts full responsibility for any and all losses and/or damage, from the time such cargo is received into the hands of the TSP until it is released into the custody of the Government as evidenced by a signed receipt. The TSP further agrees that in any instance involving Mold, loss, or damage to the Government cargo, where the TSP fails to exercise

reasonable diligence, the TSP shall assume full responsibility for such losses or damage including payment of claims for such losses or damage.

2. The TSP shall transport all incoming Government cargo handled under the TOS from commercial facilities at Karachi, Islamabad, Lahore, Peshawar, or Quetta to the final destination in the Karachi, Islamabad, Lahore, Peshawar, or Quetta area or elsewhere in Pakistan including loading and off-loading from the TSP's vehicles, as specified by the Tender Administrator unless otherwise directed by the Tender Administrator in writing to the TSP.
3. The TSP shall pick up from the Government in the Islamabad, Karachi, Lahore, Peshawar, Quetta, or elsewhere in Pakistan in time to insure delivery to Karachi's Sea ports within 7 days of the request for pickup. The TSP shall pick up from the Government in Islamabad, Karachi, Lahore, Peshawar, Quetta, or elsewhere in Pakistan in time to ensure delivery to Islamabad, Karachi, Lahore, Peshawar, or Quetta airport facilities within 24 hours of request for pick up. The air cargo will be shipped out from the nearest airport, the TSP will not charge inland transportation cost if cargo is dispatched through a different city airport. The TSP shall not place cargo in any warehouse at Government expense without prior approval of the Tender Administrator.
4. Each packing or unpacking team shall have a team leader to supervise the workforce and serve as a liaison with the customer or Tender Administrator. This designated person shall have supervision as his/her function during the time the TSP is in the client's facility or residence and when Household Effects, Unaccompanied Baggage, or other cargo is being loaded into lift vans or other shipping containers.
5. WORK SKILLS AND EXPERIENCE: The TSP shall ensure that all personnel assigned to this TOS possess the required skills and experience necessary for accomplishing their individual tasks.
6. ENGLISH LANGUAGE QUALIFICATIONS: Each Team Leader must possess sufficient ability in reading, writing, speaking, and understanding the English language to carry out the duties prescribed herein for the position. The remaining staff must be able to follow simple instructions in English and must be able to completely understand the instructions of the Team Leader.
7. The TSP's employees shall not at any time:
  - a. Smoke in the client's facility or residence;
  - b. Arrive at the facility or residence under the influence of drugs or alcohol, or even with alcohol on the breath;
  - c. Drink alcoholic beverages on the job, even if offered;
  - d. Use the client's bathroom or towels without permission;

- e. Engage in prolonged discussion or argument regarding the job;
  - f. Perform any work for the client not specified in this TOS; or
  - g. Request or accept any articles or currency as a gratuity from the client for work performed under this TOS.
8. The TSP will ensure that all their employees providing services anywhere for U.S. Mission are in good health and not sick. They will follow all hygienic and safety measures from COVID-19 or any other disease, advised by Tender Administrator.

## 7. SCHEDULING AND PLANNING SHIPMENT PICKUPS

The Tender Administrator receives requests from clients for Household Effects pack out dates, and will coordinate the scheduling of shipments with the TSP. The Tender Administrator will inform the TSP about the shipment through email which is considered the notification of scheduling and authority to proceed if "confirmed" in the GBL. This form will not be given to the TSP unless a task order has already been issued by the Tender Administrator. If "tentative" is checked, the TSP shall contact the Tender Administrator for information/instructions.

## 8. PRE-SHIPMENT SURVEY

Before the shipment has been packed, the TSP shall, in connection with each instance of packing services, make an on-site pre-shipment survey (at no cost to USG) of the items to be shipped and/or stored to determine the approximate net weight of each UAB and HHE shipment. The survey shall be conducted by an experienced staff who can assess the estimated weight and all packing requirements. The survey must list the major items of furniture, appliances and equipment which are to be included in the shipment and/or storage lot. It must also state the number of cartons, wardrobes, and crates necessary to properly protect the loose and fragile items for any fragile or artwork items. The survey should be showing approximate completion time of packing. The TSP shall give a copy of each survey, signed, and dated by the estimator, indicating total estimated net weight of both the export shipment and storage lot to the client within 24 hours upon completion of the pre-shipment survey. A pre-shipment survey which deviates more than ten percent, either high or low, in either the export or storage estimates, will be documented by the Tender Administrator in the TSP's performance file.

## 9. DURATION OF PACKING

The TSP shall perform all packing and/or pickup of household goods and personal effects on the date beginning and at the time agreed upon between the TSP and the client or his/her agent. The client shall be any person the Tender Administrator specifies as the client in the "Request for Shipment" form authorizing service. All services performed shall be performed on normal workdays between the hours of 8 a.m. / and 5 p.m. Services may only be performed at the residence before 8 a.m. or after 5 p.m. on normal workdays, or other than normal workdays with the mutual agreement of the parties. This agreement shall create no liability on the part of

the Government for overtime or premium pay or other charges to be paid to the TSP's employees. If the packing and/or pickup crews will arrive later than the scheduled time agreed upon, the TSP shall notify both the client and the Tender Administrator in advance. Authorization for any changes in date and time must be authorized by the Tender Administrator. If packing continues beyond working hours, the TSP will inform in advance to Shipping office and employee to make late hours access and escort arrangements.

## 10. TARE WEIGHT LIMITATION

Whether for official shipments or for household effects, the tare weight shall not exceed 35% of the net weight of the articles packed. If it appears that the 35% limitation will be exceeded, the TSP shall obtain advance approval of the Tender Administrator before proceeding with the packing. The tare weight and cube of each shipment shall be the minimum that will afford adequate protection to the items being packed. TSP shall weigh containers before packing in order to calculate net weight.

## 11. SHIPPING WEIGHT

The TSP will be advised in writing by the Tender Administrators to the maximum weight allowance to be shipped and/or stored. The TSP shall not exceed these weights without the Tender Administrator consent. If the shipment portion exceeds the maximum authorized weight, the Tender Administrator must be informed. The TSP shall remove items specified by the Tender Administrator at no additional cost levied to the Government or employee. If a shipment is forwarded which exceeds the maximum weight designated in writing by the Tender Administrator, the TSP shall be responsible for all costs on that portion of the shipment which exceeds the maximum weight designated.

## 12. RECORD KEEPING REQUIREMENTS

1. INVENTORY LISTS: The TSP shall prepare a complete, accurate and legible Inventory List as the articles are packed. The client will review and sign the list. The original will be retained by the TSP; one copy shall be given to the client or the client's agent; and the remaining copies shall be forwarded to the Tender Administrator immediately after the packing is completed. All exceptions as to the condition of goods listed on the Inventory List must be brought to the client's attention before goods are removed from the government premises. The Inventory List must be signed by the client and the TSP's Team Leader, both certifying to the correctness of the Inventory List.
2. The Inventory List shall show the number and contents of each carton, listed by the correct name in English AND: the date of shipment; lot number; name of TSP; container (lift van); and an explanation of the condition symbols used. The TSP shall give a copy of the Inventory List to the client. Care in the preparation of the initial inventory will assist in protecting the owner of the property and the TSP in the event of loss and/or damage.

When there are two or more shipments, each shipment shall have a separate inventory and lot number. Copies of all Inventory Lists shall be provided to the Tender Administrator by the TSP.

3. The Inventory List shall also indicate by number which cartons are loaded into the respective shipping containers/lift vans.
4. The client's name shall appear on each sheet of the Inventory List, and the last sheet must also indicate the total number of boxes, total number of shipping crates (lift vans), net, tare, and gross weights, with measurements and total cubic measure. The inventory must have the destination state/country name on it.
5. ART OBJECTS: The TSP shall list art objects by their specific names, such as: drum, picture, mask, etc. The Inventory List shall include the type of material (malachite, wood, metal, etc.) and whether the item is of Pakistani origin.

### 13. STORAGE AREA REQUIREMENTS

1. All temporary or permanent storage provided, either for unpacked or packed household effects and unaccompanied air baggage, shall be inside storage buildings and areas that are acceptable to and approved by the Tender Administrator.
2. The storage area shall be inaccessible by the public and will be used only for storage purposes not for any other businesses.
3. In areas assigned for preparation and storage of household effects and unaccompanied air baggage the TSP shall prevent pilferage or damage by sunlight, water, mold, or fire. Household effects shall be stored in areas that are dry, well ventilated, clean, and free from dust, insects, and rodents, have adequate fire protection and are accessible for routine inspection of U.S. Embassy/Consulates shipping staff members.
4. The TSP shall keep aisles, driveways, and entrances free of storage and equipment not being currently handled or operated lids.
5. The TSP shall remove waste from storage areas or kept in metal containers with tight-fitting metal.
6. Household effects shall be stored on skids, dunnage, pallet bases, elevated platforms, or similar storage aids, maintaining a minimum of two inches of clearance from the floor to the bottom-most portion of the stored goods. The TSP shall not store property in contact with exterior or interior walls.

#### 14. REQUIREMENTS FOR STORAGE METHODS

1. The TSP shall place household effects and unaccompanied air baggage into temporary or permanent storage inside a warehouse on the day of receipt or, in the event of inclement weather, immediately upon receipt.
2. All loose-packed storage of household effects shall be of the enclosed lift van type. The TSP shall obtain the Tender Administrator's approval for any exceptions. Lift vans shall have sound walls and tops and shall be fully enclosed to prevent the entry of dust and other contaminants. The TSP shall identify all pallet boxes and other boxes and storage containers by affixing to the front of each lift van or container a sign at least 24 centimeters by 15 centimeters in size, type set on poster board material, not hand printed, with the legend: U.S. Embassy Islamabad/US Consulate Karachi/Lahore/Peshawar, Shipper's last name, Lot number. All letters on each sign described above shall be at least 5 centimeters in height.
3. The TSP shall replace moth repellents, upholstered articles at least every six months.
4. The TSP shall store rugs in fully enclosed rug tubes or rug cartons in rug racks. No more than two rugs are to be stored in each tube or carton. The TSP shall replenish moth repellents at least every six months.
5. The TSP shall establish and maintain a locator system to enable prompt identification and removal of effects in storage.
6. The TSP shall store upholstered and overstuffed furniture in special enclosed lift van containers apart from other effects. Upholstered rooms must be fully enclosed areas containing only articles of furniture in loose-pack storage. Walls must have sturdy framing and be covered with a solid sheathing material such as Masonite, calotte, or plywood of a minimum thickness of one-quarter inch. Sheathing shall be free of holes and tightly joined to prevent the entry of dust and contaminants. Entry doors into such upholstered storage rooms must always be kept closed except during periods of actual placement into and/or removal of furniture. Any other type of upholstered storage must be specifically approved by the Tender Administrator before use.

#### 15. WAREHOUSE RECEIPT

Upon receipt of effects, the TSP shall prepare a Non-Negotiable Warehouse Receipt. If the Warehouse Receipt contains provisions that differ from items in this TOS, or that are not contained in this TOS, these provisions in the Warehouse Receipt shall have no effect against the United States Government unless the United States Government specifically, in writing, approved each provision at the time the receipt was drafted.

The warehouse receipt shall also indicate the name of the owner of the goods, the number of the authorization, the net weight of the storage lot, the number of items deposited, the kind of items and the condition in which they are received. The TSP shall mail the original of the Warehouse Receipt to the Tender Administrator within twenty-five calendar days of the pickup of the storage at the Government facility. If access and segregation and/or partial removal is performed, the TSP shall prepare a new Non-Negotiable Warehouse Receipt and submit it as directed above.

## 16. WAREHOUSE FACILITIES

Warehouse Facilities must be approved by the Tender Administrator and meet the following criteria:

1. The covered area should be minimum of 10,000 sq ft. It shall be constructed with masonry walls and floors, watertight roofs, and maintained in good condition. The building shall be kept dry, clean, well ventilated, free of dampness, free of moths, rats, mice, and insets, and in orderly condition at all times.
2. Each building used for storage under this TOS shall have as the minimum standard for qualification either:
  - a. An acceptable automatic fire detection and reporting system, or an acceptable automatic sprinkler system; or
  - b. A fire prevention and control plan, posted and maintained in each building; and necessary fire extinguishers and/or approved fire-fighting apparatus available and in good working order at all times.
3. In addition, each storage facility must be protected by an adequate water supply for firefighting and a fire department that is responsive twenty-four hours per day. Statements from the cognizant fire insurance rating organization shall be used by the Government as a definitive basis for determining the sufficiency or adequacy of a fire-fighting water supply and the responsiveness of a fire department to protect a facility.
4. The TSP shall ensure that all installed fire protective systems shall be accredited by the cognizant fire insurance rating organization for insurance rate credit.
5. Warehouse must have 24 hours Security, cameras, scales, carpenter shop, sufficient stock of all type of packing material with forklift, trolleys etc.

## 17. NOTIFICATION OF COMPLETION OF SERVICES



As soon as the required services for outgoing cargo and unaccompanied air baggage shipments are completed, the TSP shall notify the Tender Administrator and provide the following information:

1. Bill of Lading or Airway bill number assigned to the shipment.
2. The TSP shall obtain a proper receipt from port/airport authorities or from the carriers or its agent at the time the baggage is delivered to the carrier by the TSP.
3. Packing list itemizing the contents of each shipping container by inventory number; Net, Tare and Gross weight; and a cubic measurement of each shipping container and of total shipment.
4. Upon receipt of the above information, the Tender Administrator will furnish to the TSP, in writing, any additional shipment marking information; the necessary shipping data; and a completed and signed U.S. Government Bill of Lading (GBL) for each shipment that the TSP has reported ready to ship. The TSP shall tender the GBL to the carrier specified to transport the shipment to the port of embarkation. It shall be the responsibility of the TSP to contact the carrier in sufficient time to load the shipment on the carrier's vehicle in time to have the shipment delivered to the port of embarkation by the delivery date designated in the shipping data furnished by the Government. In addition, the TSP shall ensure that all customs procedures have been accomplished and shall obtain required documentation for all shipments. It is also the TSP's responsibility to notify the Tender Administrator in writing if any shipment cannot be delivered to the port of embarkation by the date specified and the reason.
5. Failure to provide this notice prior to the latest date the shipment is to be delivered to the pier may subject the TSP to any Liquidated Damages to be paid by the TSP to the carrier.

#### 18. REQUIREMENTS FOR THE DELIVERY AND UNPACKING OF HOUSEHOLD EFFECTS, UNACCOMPANIED BAGGAGE (UAB) AND GENERAL CARGO

Receipt of Effects and Unaccompanied Air Baggage. It shall be the responsibility of the TSP to notify the Tender Administrator immediately if any discrepancy is found in the shipment and/or any shipment is received in damaged condition and make notation of any visible loss or damage on the reverse side of the Government Bill of Lading and/or on carrier's delivery receipt. Loose-packed effects shall be properly inventoried on receipt and immediately placed in proper palletized storage. If it is necessary to unload a steamship container and place the effects into loose-pack storage prior to delivery, an Inventory List shall be prepared and signed by the TSP when the effects are removed from the container and placed into storage.

## 19. DELIVERY OF HOUSEHOLD EFFECTS AND UAB TO A RESIDENCE

1. The placing of Household Effects and UAB in the client's residence, as specified, shall include, but not be limited to, the laying of pads and rugs; placing of items of furniture within rooms; setting up of beds, including the placing of springs and mattresses on bed frames; and the placing of all kitchenware, dinnerware, glassware, silverware, linens and other miscellaneous items in locations specified by the client or his/her representative. The TSP is not required to move furniture within the residence after the first placing of furniture.
2. The TSP shall inquire of the client at the time arrangements are made for delivery, if the shipment includes large items such as pianos, freezers, refrigerators, etc. The TSP shall have piano boards and other necessary tools and equipment on hand to open containers and safely move these items.
3. The TSP shall unpack the client's household effects and remove all debris the same day the effects are delivered, or by the close of the next working day, unless the client requests removal of debris at a later date.
4. The TSP shall place UAB in the client's residence in packed or crated condition. Strapping shall be cut, and crates shall be opened when requested by the client or his/her authorized agent.
5. The TSP shall use a tarpaulin or other suitable floor covering to protect floors while work is in progress.
6. The TSP shall be required to obtain a delivery receipt in duplicate signed by the client or his/her authorized agent upon completion of the delivery and/or the unpacking and placing of the household effects in the residence. The original of this receipt shall be retained by the TSP and the remaining copy shall be submitted with the TSP's invoice for payment.
7. It shall be the responsibility of the TSP to prepare a separate Inventory List, signed by the client or his/her agent, listing all articles lost or damaged and describing such loss or damage. This Inventory List shall be submitted to the Tender Administrator within seven calendar days after delivery of the goods.
8. Removal of Debris and Return of Containers. The TSP shall, upon completion of delivery and unpacking services, remove all trash dunnage, and debris from all shipping vans and containers. The TSP shall promptly deliver all empty steel vans, and other special-type containers, to the carrier or its authorized local agent. Steamship containers shall be released, immediately after unloading, to the local agent of the delivering carrier. The TSP shall deliver containers owned by the Department of State to a local warehouse or

depository as designated by the Tender Administrator. All other vans and containers, after completion of service, shall become the property and responsibility of the TSP.

## 20. TRANSPORTATION VEHICLES

The TSP shall provide all type of vehicles necessary to transport any type of goods. All vehicles shall be kept in safe operating condition at all times with a valid safety inspection sticker attached as required by local law. The TSP shall provide all fuel and lubricants for the vehicles.

1. **VEHICLE SIZE:** The TSP shall provide the necessary vehicles of appropriate size (2.5 tons or more) for local transportation of shipments and Unaccompanied Air Baggage.
2. **CONDITION OF VEHICLES:** The TSP shall maintain its vehicles, ensuring that their tires are in the proper physical and mechanical condition to assure their full availability when needed, and to assure that shipments are reliably and safely transported from the residence to the appropriate staging area.
3. **NON-AVAILABILITY OF VEHICLES:** Should the TSP encounter mechanical difficulties or weak tires that would otherwise prevent the scheduled completion of a scheduled pick-up, the TSP shall immediately obtain a suitable substitute vehicle at no additional cost to the Government. Non-availability of suitable vehicles shall not constitute acceptable justification for late pickup or delivery, or for additional costs to the Government.

## 21. COMPUTATION OF WEIGHT

1. Gross Weight is calculated by adding the Net Weight of the contents to the weight of the shipping container and any bracing material used to secure articles in the container.
2. The TSP shall designate, and the Tender Administrator shall approve the scales to be used for determination of shipment weights. Subject scale must be officially certified by Pakistan Standard Testing Institute (PSTI) or any other recognized Government Agency, the accuracy certificate documentation must continually display in testimony thereof. All official certificates of accuracy must be periodically updated and recertified from a Government Agency to ensure there is no lapse of certification.
3. Tender Administrator or an USG representative may inspect scales to witness the accuracy of the reading.
4. The TSP shall submit to the Tender Administrator with each invoice a weight certificate, signed by the Government employees for whom services were rendered or any USG representative.

5. When the Net Weight of a shipment has not been determined by actual measurement before shipment occurs, for payment purposes the Net Weight shall be defined as two thirds of the Gross Weight of the shipment. With the invoice for each shipment, the TSP shall submit a written justification describing why the shipment could not be weighed before it was shipped.
6. The TSP will bear any additional cost of shipment incurred due to miscalculation of weight either due to equipment or human error.

## 22. VEHICLE ACCESS TO U.S. FACILITY

TSP shall be responsible to deliver all goods to the U.S. Embassy and all its constituent posts of Karachi, Lahore, and Peshawar per this TOS. Government will not be responsible for access of TSP's vehicle beyond Diplomatic Enclave or any other check post in the city. For vehicular/container access to a U.S. facility, TSP shall provide below documents three business days prior to access date without any extra vehicle/container hold charges:

- Copy of Driver's National Identity Card
- Nadra verification copy of CNIC (for commercial vehicles only)
- Copy of Driver's License
- Copy of Registration book of the vehicle

If the TSP does not provide above information three business days prior to arrival of vehicle, Government will not be responsible for any container/truck holding charges, container rent charges, or any other charges. The same procedure will be followed for the empty containers required access to transport items/cargo from Embassy compound to other destinations.

## 23. ONE-TIME-ONLY FREIGHT RATES

The TSP will be required to provide shipping rates for any other inland or international destinations/ports (which are not covered in attached TOS Rate Sheet) in this regard, GSO Shipping will get quotes from TSPs on one-time-only (OTO) basis prior to packing. Along with invoice, the TSP will submit the paid receipt for freight charges obtained from the respective freight forwarder/shipping agent in order to get reimbursed. Export Shipping fees are for cost outside of the control of the TSP and will be treated as material costs in a Time and Materials arrangement for this TOS. TSP shall provide door to door or door to port rate for any international destination whenever required by GSO Shipping.

## SECTION D: PACKAGING AND MARKING

### 1. CONTAINER SPECIFICATIONS

1. The wooden containers/lift vans to be used for export shipments of effects under this TOS must be new and soundly constructed of waterproof plywood, lined with a waterproof barrier, and reinforced with an inside framework. Wooden containers must be heat treated or fumigated based on the requirements of the destination country and international Standards. Full consideration should be given to eliminating damage to the effects from exposure to inclement weather, mold, salt water, salt atmosphere, and possible violent external forces incident to ocean and/or inland transportation and rough handling, so as to insure safe and undamaged arrival of the effects at the destination. The top of the container shall have metal roofing for shipments transiting areas of heavy rain or snowfall. Caulking compound must be used when wooden container panels are assembled to ensure watertight joints. For further details see Exhibit A – WOODEN CONTAINER SPECIFICATION.
2. When container shipping services are available, the containers shall be shipped and stowed inside the ship's containers; therefore, the containers shall be of the cubic measurements designed to take maximum advantage of the inside measurements of the ship's containers.
3. The containers built to the referenced Exhibit A dimensions shall be called "modular household effects containers". All export shipments of household effects under this TOS shall be made using the modular containers. See Exhibit A – WOODEN CONTAINER SPECIFICATION.
4. The modular containers built and/or used under this TOS are the sole property of the Government and shall be handled with such care as shall permit subsequent re-use with minimum repair or refurbishing.

### 2. STANDARDS FOR PACKING HOUSEHOLD EFFECTS (HHE) AND UNACCOMPANIED AIR BAGGAGE (UAB)

Household Effects and Unaccompanied Air Baggage should be packed in a manner requiring the least cubic measurement, producing packages that will withstand normal movement without damage to crates, lift vans, cartons, or contents and at a minimum of weight. Further, the number and weight of boxes, crates or lift vans shall not be greater than necessary to accomplish efficient movement.

### 3. WRAPPING AND PACKING

All articles subject to breakage, denting, scratching, marring, soiling, chafing, or damage shall be wrapped at the specified pickup site, using wrapping material to prevent such damage. This should be accomplished according to the following guidelines:

1. Establish a work area in a room with easy access to the majority of the items to be packed.
2. Floors of residences shall be covered by drop cloths or canvas to protect the surface while work is in progress.
3. Keep packing materials together; do not allow them to become scattered throughout the house.
4. All packing materials, boxes, and containers must be dry, clean, in sound condition, free of substances that might damage the contents, and of sufficient strength to protect the contents.
5. New cartons shall be used for packaging box springs, mattresses, linens, bedding and clothing.
6. Chinaware, mattresses, box springs, clothing, kitchenware, small electrical appliances, books and similar items shall be packed and sealed at residence.
7. Disassemble large or bulky items if this can be done without damage to the item. Nuts, bolts, screws, or other hardware shall be securely wrapped in plastic or paper, and clearly marked. This packet should be securely attached to the articles from which removed, but not in a manner that could damage the article.
8. Legs or other articles removed from furniture shall be properly wrapped, bundled together, identified (such as "dining room table legs, 6 each") and listed separately on the Inventory List, indicating the items on the Inventory List to which they belong.
9. Make a note of the articles requiring special handling and assure that these items are packed, handled and containers marked, accordingly.
10. Before leaving the premises, check with the client to make sure all desired packing has been completed. If packing is completed, clean up and remove all debris from the area.
11. All rugs and carpets shall be moth flaked, rolled, and wrapped in craft paper, without folding, at the residence.
12. Safety Measures adherence: Provide and enforce use of helmets, non-slippery shoes, gloves, and stable ladder during loading/unloading of items.

13. Weighing scale must be officially certified by Pakistan Standard Testing Institute (PSTI) or other government agency and in good condition, the accuracy certificate must continually display in testimony thereof.

#### 4. PROHIBITED ACTIONS

TSP employees shall not:

1. Attempt to disassemble, assemble, or repair electrical appliances or mechanical items.
2. Disconnect or connect any gas appliances.
3. Touch lampshade coverings or other items that could suffer stains; pack irons, kitchenware or other heavy pieces in barrels containing chinaware, glassware or other breakable items; Place pictures or mirrors between layers of bedding or linen; Pack heavy articles on top of shoes.
4. Wrap books, lampshades, linens or other light-colored items in newspaper, as the newsprint will rub off and stain.
5. Pack cleaning compounds, soap, furniture polish or medicine in the same carton with groceries.
6. Place any other items in cartons with lampshades or load any boxes beyond their capacity.

#### 5. PROHIBITED ITEMS

TSPs shall NOT pack following prohibited items (air only):

- Any items containing batteries

TSPs shall NOT pack following prohibited items (air and sea):

- Lithium batteries
- Alcoholic beverages
- All type of Radios & Antennas
- Hazardous, flammable, or explosive materials
- Aerosol containers
- Unmarked medicines
- Narcotics
- Pornography
- Stocks, Bonds, currency, or original investment paperwork
- Open Toiletries

- **COMBUSTIBLE LIQUIDS:**
  - Alcohol, Antifreeze Compounds, Camphor Oil, Combustible Fluid Cleaners, Chlorinated Hydrocarbons
- **CORROSIVE LIQUIDS:**
  - Battery with acid Disinfectants Dyes, Flame retardant compounds, Sulfuric acid Paint, Iron/steel/rust preventing & removing compound Paint related materials, Muriatic acid Nitric acid Photographic acids
- **EXPLOSIVES:**
  - Ammunition, Black powder, Blasting caps, Dynamite or similar explosives, Explosive auto alarms. Fireworks, Fuse lighters, Igniters, Primers, Propellants, Signal flares, Smokeless powder, Souvenir explosives (war item), Spear guns, toy propellants, Smoke device polishes (stove, shoe, metal, furniture, wood)
- **FLAMMABLES:**
  - Acetone Adhesives (glues, cements) Ammonia, Charcoal briquettes cleaning fluids, Enamel Compound 3 weed killers Denatured, Alcohol, Gasoline, Insecticides, Kerosene, Lacquer, Leather dressing or bleach, Lighter fluids, Liquors, paint or varnish remover propane tanks gallon), Other gas used or cooking/heating shellac liquid shoe polish plastic solvents stains turpentine, Varnish Wood filler, Petroleum products, Flammable liquids Contain a toxic corrosive substance
- **COMPRESSED GASES:**
  - Engine starting fluids, Fire extinguishers, Construction gases, Scuba tanks, AERSOL CANS Containing a flammable gas
- **FOOD ITEMS:**
  - Frozen foods, open or half-used food products

## 6. SPECIAL HANDLING INSTRUCTIONS

Certain items that are to be packed as part of Household Effects shall be afforded special handling by the packers as follows:

1. **PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT:** Packing shall be in the same manner as other articles, but such items shall be packed, weighed, marked, numbered and listed separately on the Inventory List. The client will identify such items and set them apart from the rest of the Household Effects.
2. **ARTICLES OF EXTRAORDINARY VALUE:** Packing shall be performed only in the presence of the client or his/her agent. For official packing of U.S. Government articles of extraordinary value, specific instructions shall be provided to the TSP in each case by the Tender Administrator.



3. ART OBJECTS AND ARTIFACTS. The packer is to note the ratio of artwork to Household Effects among the client's effects, and if the ratio appears excessive, the TSP shall notify the Tender Administrator.
4. ELECTRONIC ITEMS: Since UAB is more likely to sustain damage enroute, electronic equipment is recommended to be shipped as household effects and not as UAB with an estimated value over \$ 250.00. Should the client insist that such items be included in UAB, the TSP shall advise the client of the risks of damage, advise the client that they can file a claim or obtain private insurance., The TSP will note on the Tender Administrator copy of the Inventory List that such advice was given.
5. FURNITURE: Large items of furniture that does not fit into standard cartons shall be protected with packing material and heavy gauge cardboard cut and fitted to the item. For fragile or heavy items, a wooden crate shall be constructed around the item. Examples of items requiring such special treatment include pianos, curio cabinets, ornamental screens, and other furnishings subject to damage.
6. SHIPPING OF VEHICLES: For purposes of this TOS, MOTORCYCLES/ VESPA SCOOTERS are to be considered as HHE items:
  - a. If specifically requested by the Tender Administrator, the TSP shall also provide boxing services for vehicles. Boxing services shall include: (1) complete water cleaning of vehicle, especially under carriage, (2) removal of wheels, (3) bolting of vehicle to box container platform, and (4) enclosing vehicle in a wood box that will withstand transshipment strains.

## 7. PROTECTION AGAINST INSECTS

Many different types of insects can damage Household Effects in transit or storage. The TSP shall take measures according to the ISPM-15 standards to prevent such damage, with the following constituting the minimum acceptable measures:

1. Household Effects susceptible to insect damage shall be carefully inspected prior to packaging and packing. If infestation is present, the TSP shall advise both the client and the Tender Administrator and note this on the Inventory List.
2. Items made of wool shall be wrapped and packaged and securely sealed to prevent entry of insects.

## 8. WATERPROOFING

All Household Effects and Unaccompanied Air Baggage shall be protected from water damage resulting from rain, mold, humidity, or dampness, with the following constituting minimum acceptable protective efforts:

1. Wooden crates or lift vans shall be lined with waterproof paper.
2. If open vehicles are used to transport a shipment, a weatherproof tarpaulin large enough to fully cover the cargo shall be used.

#### 9. LABELING OF BOXES AND CARTONS

1. Every box shall be clearly marked with indelible marker pen or paint to assist in location and identification of the client's effects. When a shipment is delivered to an incorrect address due to incorrect marking by the TSP, the shipment shall be forwarded with the least possible delay to the correct location by a mode of transportation selected by the Tender Administrator. The TSP shall be held liable for all additional costs incurred by the Government due to incorrect marking by the TSP, including charges for preparation, drayage, and transportation.
2. All cartons shall be sequentially numbered, and the contents identified (such as Kitchenware, Books, Toys, etc.) by means of indelible markings on the exterior of each box. Such markings may be handwritten, as long as they are legible.
3. All boxes shall be clearly marked on the sides and top to indicate which end should be up.
4. All boxes containing mirrors or picture frames shall be clearly marked to indicate which side to open.
5. All boxes shall be sealed with proper sealing tape in front of Embassy/Consulate customer.

#### 10. PACKING ARTICLES INTO WOODEN LIFT VANS

1. After articles have been wrapped and packed in cartons, they shall be loaded onto the TSP's vehicle for transport to the work site specified by the Tender Administrator. Under the supervision of the Tender Administrator, the articles shall be packed into wooden lift vans supplied by the TSP.
2. The TSP is responsible for accomplishing any necessary assembly of lift vans to make them ready to receive a shipment.

3. Articles shall be packed into lift vans in such a manner as to minimize the possibility of damage from shifting of the contents within the lift van.
4. Lighter and fragile items (such as chinaware, artwork, glassware, etc.) shall be packed at the top of the lift van, and never underneath heavy cartons.
5. Cartons shall not be over packed. Packed cartons with bowed sides or split seams are unacceptable. Lift vans with evidence of over packing are also unacceptable. In either case, the TSP shall be required to repack the articles in a suitable manner without additional cost to the Government.
6. If the workday ends before packing is completed, before the packers finish at a residence, the cartons shall be placed in a secure storage area at the work site if the Tender Administrator so directs. The cartons shall be packed into lift vans on the next workday.
7. The packed lift vans shall be securely wrapped with metal bands in front of Embassy customers. Air shipment cartons will be sealed with proper sealing tape in front of Embassy/Consulate customers.

#### SECTION E: DELIVERY SCHEDULE

The following items shall be delivered as per below delivery schedule:

Description	QTY	Delivery Date	Deliver To:
Pre-shipment Survey Report	2	Within 24 hours after survey	Client and Tender Administrator
Inventory List with weight certificates	4	Within 2 days after completing pack-out	Client and Tender Administrator
Changes in Date/Time of Packing	2	2 hours before schedule time/date	Tender Administrator Client
Non-negotiable Warehouse Receipt	1	Within 24 hours after pickup from Government facility	Original – Tender Administrator
Notification of Completion of Services	1	Immediately upon completion of required services	Tender Administrator
Notice for delivery of Shipment	1	Immediately upon availability of shipment	Tender Administrator
Delivery Receipt	1	Immediately upon completion of delivery/unpacking	Tender Administrator

Inventory List of Articles Lost or Damaged Shipment	2	Immediately without any delay along with photographs.	Tender Administrator
Certificate of Scale Accuracy Updated	1	Every 3 months, approved by a Government Agency	Tender Administrator
Weight Certificate	1	Submission with each invoice	Tender Administrator
Certificate of Insurance	1	Within 10 days after TOS award and expiry of insurance period.	Tender Administrator
Airway Bill with flight information	1	Within 02 working days after receiving all import/export documents.	Tender Administrator
Bill of Lading	1	Within 07 days after sailing date of vessel	Tender Administrator
Warehouse Storage status	1	By the end of 1 <sup>st</sup> week of every month	Tender Administrator

## 1. VIOLATIONS/SUSPENSION

The USG reserves the right not to order any services or remove TSP from TOS in the event of any violation of TOS terms and conditions or any misconduct. Rebuttals will only be authorized after the first notice and prior to the issuance of the second notice. Continuation of the problem may cause the TSP to be terminated for the remaining tender period. In such event the TSP shall notify the Tender Administrator in writing all already in hand jobs and ensure to perform those jobs without any delays. No new jobs will be assigned or given until the Tender Administrator determines that the deficiencies or system problems are cured.

## SECTION F: BILLING AND PAYMENT

### 1. SUBMISSION OF INVOICES AND PAYMENT

The TSP shall electronically submit invoices to Embassy Finance Management Office (FMC) at the email address: Islamabad, FMC-invoices [IslamabadFMC-invoices@state.gov](mailto:IslamabadFMC-invoices@state.gov) ; a duplicate hard copy in advance to be sent to Islamabad GSO Shipping, American Embassy, Islamabad. To constitute a proper invoice to FMC, the invoices for services rendered will be submitted for payment immediately upon completion of services along with all documentation and original receipts. No postdated or more than 6 months past dated invoice will be accepted. The TSP invoice must contain the following information to facilitate payment:

1. Name and address of the TSP and Date of Invoice and Bank Account Number.
2. Tender Number, Embassy GBL Number and Invoice number
3. Complete summary of the task along with timeline in days must be showing on the invoice.
4. Storage days details: The day inbound shipment cleared until the day it is delivered, and the day shipment is packed until customs clearance process starts and AWB/BL is approved by Shipping office.
5. Description of items delivered; or services rendered.
6. Quantities, weight certificate and cubic measurement of items delivered or packed.
7. Unit price of each service and total charges.
8. Payment of terms, reference emails or such other substantiating documentation or any other documents required by Tender Administrator.
9. Vessel details, copy of the electronic bill of lading, port of discharge and port of loading.
10. Description of the load (i.e., FCL, Part FCL or LCL cargo and ETA of vessel).
11. No supplemental invoices shall be accepted once the final invoice is submitted.

Invoices submitted for payment are to be supported by vouchers covering all disbursements, clearance certificates and/or reason for changes that may be incurred due to late turn in of containers of storage at the Karachi or Qasim port. TSP must submit the invoice soon after the completion of the task. UAB (Air) shipments shall be charged on Gross weight whereas HHE (surface) shipments will be charged on Net weights.

## 2. PAYMENT OF CHARGES

Billing charges for transportation and services under this TOS will be billed in accordance with direct transfer into bank account given. TSP shall not bill for services until such services are completed and shipped and/or delivered at destination. The TSP must maintain copies of the following documents and provide them to the GSO Shipping as supporting documentation upon request:

1. Accomplished original airway bill/bill of lading showing gross weight, dimensions, volume and weight charges per pound/kilo and rates where applicable and total charges.
2. Payment shall be processed upon furnishing the actual/original receipts from airlines, shipping lines, Airport or Seaport charges, container detention charges or any other supporting documents.

The USG shall have no obligation to pay the TSP for charges performed, under this tender and the transportation services provider shall file no claim, demand suit or action at law seeking to recover such charges after 3 (Three) months have elapsed following the date the services are completed, the charges therefor are paid, excess charges are subsequently refunded, or excess charges are deducted from the TSP account, whichever the later.

In consideration of satisfactory performance of all scheduled services required under this tender, the TSP shall be paid upon submission of valid invoices 30 days from date of receipt of the valid invoice. Payment shall be made for only services approved by the USG in GBL. The TSP must be provided with a funded contracting document confirming that funds are available prior to any shipment being cleared. This will ensure that payments are expedited within the payments terms and conditions contained herein.

The Government will disallow expenditures for international air and on foreign flag air carriers unless the appropriate certificate or waiver is attached to invoices. The certification used in FAR clause 52.247-63, Preference for U.S.-Flag Air Carriers, satisfies the justification requirement.

## SECTION G - INSPECTION AND ACCEPTANCE

### 1. FACILITIES

Facilities used for the performance of services under this STOS must be approved by the Tender Administrator. Storage buildings shall be constructed, with masonry walls and floors, watertight roofs, and maintained in good condition. The building shall be kept dry, clean, well ventilated, free of dampness, free of moths, rats, mice and other vermin, and in orderly condition at all times.

1. Each building used for storage under this STOS shall have as the minimum standard for qualification.
2. An acceptable automatic fire detection and reporting system, or an acceptable automatic sprinkler system; or
3. A fire prevention and control plan, posted and maintained in each building; and necessary fire extinguishers and/or approved fire-fighting apparatus available and in good working order at all times.

In addition, each storage facility must be protected by an adequate water supply for firefighting and a fire department that is responsive twenty-four hours per day. Statements from the cognizant fire insurance rating organization shall be used by the Government as a definitive basis for determining the sufficiency or adequacy of a fire-fighting water supply and the responsiveness of a fire department to protect a facility.

### 2. ADDITIONAL FACILITIES

The TSP agrees to furnish the post with full information concerning any additional facilities it acquires, by lease, purchase or otherwise, to allow Government inspection and approval of such additional facilities before TSP use for performance of any service specified under this STOS. Any change of address of office or warehouse must be informed in writing to Tender Administrator.

## SECTION H: SPECIAL TENDER REQUIREMENTS

### 1. SECURITY

The Government reserves the right to deny access to U.S. owned and U.S. operated facilities to any individual. The TSP shall provide the names, biographic data and police clearance on all TSP personnel who shall be used on this TOS prior to their utilization. Upon approval of their utilization, the Government shall issue the identity cards/clearance to TSP personnel, each of whom shall display his/her card(s) on the uniform at all times while on Government property or while on duty at private residences. These identity cards are the property of the Government, and the TSP is responsible for their return upon expiration of the TOS, when an employee leaves TSP service, or at the request of the Government.

### 2. STANDARDS OF CONDUCT

1. **GENERAL:** The TSP shall maintain satisfactory standards of employee competency, conduct, cleanliness, appearance and integrity and shall be responsible for taking such disciplinary action with respect to employees as required. Each TSP employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, and the United States Government. The Government reserves the right to direct the TSP to remove an employee from the worksite for failure to comply with the standards of conduct. The TSP shall immediately replace such an employee to maintain continuity of services at no additional cost to the Government.
2. **UNIFORMS AND PERSONAL SAFETY EQUIPMENT:** The TSP's employees shall wear neat and clean uniforms when on duty and use personal safety equipment as required. The TSP shall bear the cost of purchasing, cleaning, pressing and repair of the uniforms.
3. **NEGLIGENCE OF DUTIES SHALL NOT BE CONDONED:** This includes sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.
4. **Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned.** Also included is participation in disruptive activities that interfere with normal and efficient Government operations.
5. **INTOXICANTS AND NARCOTICS:** The TSP shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances which produce similar effects.
6. **CRIMINAL ACTIONS:** TSP employees may be subject to criminal actions as allowed by law in certain circumstances. These include but are not limited to the following actions:



falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records; unauthorized use of Government property, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; organizing or participating in gambling in any form; and misuse of weapons.

7. **KEY CONTROL:** The TSP shall receive secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, etc., for the purposes of this TOS. Keys shall not be duplicated without the Tender Administrator approval. Where it is determined that the TSP or its agents have duplicated a key without permission of the Tender Administrator the TSP shall remove the individual(s) responsible from performing work under the TOS. If the TSP has lost any such keys, the TSP shall immediately notify the Tender Administrator. In either event, the TSP shall reimburse the Government for the cost of rekeying that portion of the system so compromised.

### 3. PERSONNEL HEALTH REQUIREMENTS

The TSP shall ensure that all their employees providing services anywhere for U.S. Mission are not sick and in good physical health without any disabilities that would interfere with acceptable performance of their duties. They will follow all hygienic and safety measures from COVID-19 or any other communicable or pandemic diseases.

### 4. LAWFUL OPERATION, PERMITS, AND INDEMNIFICATION

1. **BONDS:** The Government imposes bonding requirement on this TOS. The TSP shall provide any official bonds required, pay any fees or costs involved or related to equipping of any employees engaged in providing services under this TOS, if legally required by the local government or local practice.
2. **EMPLOYEE SALARY BENEFITS:** The Government shall fund and pay only those employee benefits included in the fixed prices or hourly rates incorporated in this TOS. The Government, its agencies, agents, and employees shall not be part of any legal action or obligation regarding these benefits that may subsequently arise. Where local law requires bonuses, specific minimum wage levels, premium pay for holidays, payments for social security, pensions, sick or health benefits, severance payments, childcare or any other benefit, the TSP is responsible for payments of such costs and must include all such costs in the fixed prices or hourly rates incorporated in this TOS.
3. **PERSONAL INJURY, PROPERTY LOSS, OR DAMAGE (LIABILITY):** The TSP hereby assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the TSP's personnel in the performance of the services required under this TOS. The TSP's assumption of absolute liability is independent of any insurance policies as under:

- Workers' Compensation and Employer's Liability:
    - Bodily Injury on or off the site stated in Pak Rupees:
      - Per Occurrence: PKR 100,000.00
      - Cumulative: PKR 250,000.00
    - Property damage on or off the site in Pak Rupees:
      - Per Occurrence: PKR 100,000.00
      - Cumulative: PKR 250,000.00
4. INSURANCE: The TSP, at its own expense, shall provide and maintain during the entire period of performance of this TOS, whatever insurance is legally necessary. The TSP agrees that the Government shall not be responsible for personal injuries or for damages to any property of the TSP, its officers, agents, servants, and employees, or any other person, arising from incident to the TSP's performance of this TOS. The TSP shall hold harmless and indemnify the Government from any and all claims, except in the instance of gross negligence on the part of the Government. As per FIDI standards the TSP must provide comprehensive insurance of storage goods. In case of fire and theft, they must compensate 100% losses to clients.
  5. PERMITS: Without additional cost to the Government, the TSP shall obtain all permits, licenses, and appointments required for the prosecution of work under this TOS. The TSP shall obtain these permits, licenses, and appointments in compliance with applicable host country laws. The TSP shall provide evidence of possession or status of application for such permits, licenses, and appointments to the Tender Administrator with its proposal. Application, justification, fees, and certifications for any licenses required by the host government are entirely the responsibility of TSP.
  6. CERTIFICATE OF INSURANCE: The TSP shall furnish to the Tender Administrator a current certificate of insurance as evidence of the insurance required. In addition, the TSP shall furnish evidence of a commitment by the insurance carrier to notify the Tender Administrator in writing of any material change, expiration or cancellation of any of the insurance policies required not less than thirty (30) days before such change, expiration or cancellation is effective. When coverage is provided by self-insurer, the TSP shall not change or decrease the coverage without the Tender Administrator's approval.
    - a. The TSP shall indemnify and save harmless the USG from and against all losses and all claims, demands, payments, suits and actions, recoveries and judgments of every nature and description brought or recovered against the USG or the TSP by reason of any act or omission of the TSP, its agents, or employees in the execution or protection of the work. The TSP's assumption of liability continues independent of the insurance policies.

7. **NONPAYMENT FOR UNAUTHORIZED WORK:** The USG will not pay for any unauthorized supplies or services for any unauthorized changes to the work specified herein if it is not included in the GBL. This includes any services performed by the TSP of his own volition or at the request of an individual other than a duly appointed DOS Tender Administrator(s) as defined in ITEM 1-1 Tender Administration Data. The specifications, terms, and/or conditions of this tender may only be changed or altered by the Tender Administrator as defined in ITEM 1-1 Tender Administration Data.
8. **MISSHIPMENT OF FREIGHT:** The TSP shall be liable to the USG for ensuring that all shipments are labeled, stenciled, or marked correctly. When a shipment is forwarded to an incorrect address due to incorrect labeling, stenciling, or marking by the TSP, the shipment shall be forwarded to the rightful address by the quickest means of transportation as directed by the Tender Administrator. The TSP shall reimburse the USG for all costs incident to the forwarding of such shipments from the incorrect address to the correct address, including charges for preparation, drayage, and transportation.
9. **MISDIRECTION OF FREIGHT:** The TSP shall be liable to the USG for the forwarding to the rightful owner any household and personal effects which were packed or stowed by the TSP, inadvertently or otherwise, with effects destined to other than the rightful owner. The forwarding of such effects will be done by the quickest means of transportation as directed by the Tender Administrator. The TSP shall reimburse the USG for all costs incident to the forwarding of such effects to the rightful owner, including charges for preparation, drayage, and transportation.
10. **FUEL SURCHARGE:** There are no provisions under this STOS for a fuel surcharge. All rates shall include anticipated costs of fuel.
11. **SPECIAL CRATING/PACKING MATERIAL/ACCESSORIAL APPROVAL:** The TSP must supply the DOS Tender Administrator(s) as defined in ITEM 1-1 Tender Administration Data with a signed copy of the special request/accessorial form for authorizing all services. The authorization must include a description of the items to be crated, a picture of the item for unusual items, items of unusual length, width, or height, whether the items are being exported or placed in storage, if the crate is required for safe transport, or if the employee requested it and the total cost. Please include the shipper's name, DOS Shipment number along with the logistical Specialist name on all requests. Crate(s) must conform to United States Department of Agriculture, Animal and Plant Health Inspection Service ([www.aphis.usda.gov](http://www.aphis.usda.gov)) specifications for the destination designated on the TSP's Authorization. All Wood/plywood container(s) must meet fumigation requirements as ISPM 15 (USDA/APHIS) regulations. Heat-treated/fumigation should be stamped on all sides of the container(s). The TSP must email a copy of the special request/accessorial request form the designated Logistical specialist approving and employee signatures prior to the pack out date to [Islamabad\\_GSO\\_Shipping@state.gov](mailto:Islamabad_GSO_Shipping@state.gov).

12. **USE OF TENDERS BY OTHER GOVERNMENT AGENCIES:** This STOS may be used by other U.S. Government Agencies to meet their agency requirements. The use of the STOS is subject to the approval of the DOS Tender Administrator(s) as defined in ITEM 1-1 Tender Administration Data and all government agencies must abide by the guidelines set forth herein.
13. **GOVERNMENT SAVED HARMLESS:** The TSP shall hold the Government, its officers, agents, servants, and employees free from liability of any nature or kind, including, but not limited to, costs or expenses for or on account of any or all suits or claims of any character whatsoever, resulting from injuries or damages sustained by any person or persons or property by virtue of performance under this STOS by the TSP or his agents.
14. **ORDERING SERVICES:** Services to Be Authorized: Services to be performed for the DOS will be ordered or authorized to the TSP(s) by the issuance of an approved Government Bill of Lading (GBL) issued by the Tender Administrator. Agencies, other than the DOS, which may utilize this Tender, shall issue an appropriate order for such services directly to the TSP(s).
15. **ASSIGNMENT OF SHIPMENTS:** In order to achieve the most effective movement of goods and satisfy requirements to make each shipment advantageous to the USG, the U.S. Embassy/U.S. Consulate will assign jobs to TSP for services covered under this Tender. The employee or his authorized representative will not select a TSP nor deal directly with any TSP but will coordinate pickup and/or delivery dates with GSO Shipping/Tender Administrator. Any calls, contacts, inquiries, etc., from the employee or his authorized agent regarding dates, changes to pickups, deliveries, or any other matters relating to shipments handled by TSP under the terms of this Tender must be referred to GSO Shipping/Tender Administrator for action. No action of any kind is authorized unless it is approved by GSO Shipping/Tender Administrator.
16. **GOVERNMENTS RIGHT OF REMOVAL OF GOODS:** The USG, as the depositor of goods placed in a TSP's facility, reserves the right to order goods removed at any time by any means by anyone authorized to do so by the United States Government (USG).
17. **LATE SHIPMENTS:** When export shipments are not reported within reasonable timeframe, the TSP shall be liable for the cost difference in moving the shipment via airfreight versus surface from the employee's origin residence to the employee's post of assignment.
18. **MISPLACED SHIPMENTS:** The TSP(s) shall be held liable to the USG for the forwarding to the rightful owner any item(s) of household and personal effects which should have been packed with the air freight or household effects shipments but were not included therein and placed in the employee's storage by mistake. The same holds for item(s)

included in the air freight or household effects shipment which should have been placed into storage.

- a. The TSP(s) shall reimburse the USG for all costs associated with the preparation and forwarding of these misplaced items to the rightful owner or the storage location, including preparation, drayage, transportation, and receipt and placement into storage.

19. CONTINUATION OF TENDER: Notwithstanding the expressed Tender expiration date, this Tender shall remain in full force and effect until the last items or services ordered hereunder have been delivered and accepted by the USG.

## EXHIBIT A: WOODEN CONTAINER SPECIFICATIONS

1. The containers for shipment of household effects and/or Government owned supplies and equipment must be well constructed of plywood or wood. All containers must be thoroughly constructed to provide a good sturdy construction with roof sides and bottom free of holes and sealed to prevent entry of moisture and insects. The general container specifications are L 87" x W 45" x H 87") with height from Surface is 12". The container must be built according to international standard following the regulations.
2. Wooden containers or lift vans must be well constructed, using framing of a minimum 1" x 3" for walls and roof and 3" x 3" skids for the base. Sheathing used on sides, ends and roof shall be of 1/2" or 3/4" plywood properly joined to prevent entry of moisture and insects. The interior of all containers and/or lift vans must be braced to prevent shifting or movement of the goods packed within.
3. All containers of lift vans constructed of lumber/plywood shall have the top sheathed with minimum 28-gauge metal sheeting, such sheeting to overlap the sides to a minimum width of 3". The metal sheeting which covers the top of the lift van shall be of single sheet construction, free of any holes or laps whatsoever. Sheeting shall be fastened to the lift vans or containers only, the sides where the overlap shall be nailed with common nails or otherwise securely fastened to the supporting frame members of the containers or lift vans.
4. All wooden/plywood containers and/or lift vans shall be lined with a suitable waterproof material to consist of plastic or polyethylene sheeting to prevent penetration of any moisture that might be occasioned by weathering or rough handling while the containers or lift vans are in transit. The interior ceiling of the container or lift vans shall be lined with plastic or polyethylene material, free of laps. Sides and ends of the container or lift van must also be similarly lined in such a manner that laps occur only where the ceiling liner meets the side and end liners. Suitable waterproof material is polyethylene with minimum thickness of .004mm.
5. Adequate steel banding 3/4" shall be applied tightly and securely to all plywood or wooden lift vans and other outside wooden containers after loading and sealing.
6. Note: Please note that all solid wood packing material must be either heat treated or fumigated with Methyl Bromide according to the ISPM-15 regulations and marked with an approved international mark certifying treatment. Heat treatment is preferred. If the fumigation method is chosen, in that case, do not, repeat, do not, fumigate a crate or a container with personal effects inside.

THIS RULE AFFECTS ALL WOOD PACKING MATERIALS IN CONNECTION WITH IMPORTING GOODS INTO THE UNITED STATES AS WELL AS OTHER COUNTRIES.

HOWEVER, THIS RULE DOES NOT AFFECT MANUFACTURED WOOD PRODUCTS SUCH AS PLYWOOD AND MANUFACTURED LUMBER PRODUCTS.

If the above rules are not observed strictly, the U.S. Customs and Border Protection (CBP) will inspect shipments at the U.S. port of entry and may order the immediate return of non-complying shipments to the port of origin. In that case, the contractor shall bear all the cost incurred for non-compliance of the rules.

## EXHIBIT B:     LIMITATION OF CRATING (14 FAM Exhibit 611.6)

### MAY BE APPROVED FOR CRATING:

- FINE ARTWORK (TO INCLUDE VASES, PICTURES, PAINTINGS AND SCULPTURES) WITH A DOCUMENTED VALUE OVER \$2100 PER ITEM OR PER SET
- GLASS / MARBLE / SLATE TABLETOPS, MINIMUM SIZE OF 36X36 INCHES WITH A REPLACEMENT VALUE OF \$500 OR GREATER, AND WHICH WILL NOT FIT IN A NORMAL STORAGE VAULT OR LIFTVAN
- CRYSTAL CHANDELIER WITH APPRAISED VALUE OVER \$2100
- BABY GRAND PIANOS

### WILL NOT BE APPROVED FOR CRATING:

- ANY WOOD FURNITURE, OVERSTUFFED CHAIRS OR SOFAS, WALL DIVIDERS, WALL UNITS, CHINA HUTCHES OR CABINETS.
- TAXIDERMIED OR STUFFED ANIMAL TROPHIES
- ANY ELECTRONIC EQUIPMENT
- ANY PLAYGROUND EQUIPMENT
- ANY ATHLETIC / EXERCISE EQUIPMENT
- UPRIGHT / ELECTRIC PIANO
- SURFBOARDS
- LADDERS, TOOLS OR YARD MAINTENANCE EQUIPMENT
- SHIP / AIRPLANE OR OTHER LARGE MODELS
- MATTRESSES
- FISH TANKS
- BICYCLES
- CLOCKS
- MUSICAL INSTRUMENTS
- ARTWORK WITH APPRAISED VALUE UNDER \$2100 PER ITEM
- HAT/ COAT RACK
- ANY ITEMS GOING INTO STORAGE
- CHANDELIER WITH APPRAISED VALUE UNDER \$2100
- DOLL HOUSE



## ACRONYMS USED WITHIN TENDER OF SERVICE

STOS	Standard Tender of Services
TSP	Tender Service Provider
UAB	Unaccompanied Air Baggage
HHE	Household Effects
US	United States (of America)
USCG	United States Coastal Guards
USDA	United States Department of Agriculture
USD	United States Dollar (Official Currency of USA)
USG	United States Government
TSP	Transportation Service Provider
APHIS	Animal and Plant Health Inspection Service
CO	Contracting Officer
CFT	Cubic Foot (Measurement)
CM	Cubic Meters (measurement)
DOD	Department of Defense
DOS	Department of State
ETA	Estimated Time of Arrival
FICA	Federal Intelligence Centre Act
FIDI	Federation of International Furniture Removers Industry
FT	Foot (measurement)
FAM	Foreign Affairs Manual
FCL	Full Container Load
GSO	General Services Office
GOV	Government Owned Vehicle
IATA	International Airfreight Transportation Association
FIATA	International Federation of Freight Forwarders Associations
IPPC	International Plant Protection Convention
ISPM	International Standard for Photo sanity Measures
LCL	Less Container Load
MC	Motorcycle
NTE	Not to Exceed
OBL	Original Bill of Lading
PBO	Packed By Owner
PIFFA	Pakistan International Freight Forwarders Associations
POV	Personally Owned Vehicle
PMA	Professional Movers Association
QASP	Quality Assurance and Surveillance Plan
RSO	Regional Security Office
RFA	Road Freight Association